



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

August 18, 2018

Mr. Kyle Viator, CEO
Amerihealth Caritas Louisiana
10000 Perkins Rowe, 4th Floor
Baton Rouge, LA 70810

Dear Kyle:

RE: Notice of Monetary Penalty Regarding the Updating of Provider Directories

I have received and reviewed your letter dated July 10, 2018. Following further evaluation and consultation with the Medicaid Director, it was determined that the monetary penalty against Amerihealth Caritas Louisiana (ACLA), via the June 25, 2018 letter, will stand.

ACLA's specific concerns are discussed below:

- **Methodology Considerations**

Despite the FQHCs' listing requests, it remains ACLA's responsibility to ensure its directory contains accurate information.

- **Scoring Inconsistencies**

ACLA should consider creating additional indicators for "secondary acceptance only" or "new pregnant patients only."

- **Audit Element: Is telephone number correct?**

The audit was conducted in the same manner an enrollee would use when seeking information to request an appointment and/or to obtain other information. It is not the responsibility of the enrollee to continue to search for the correct telephone number for a provider. If the enrollee was provided an incorrect telephone number in the directory, all other elements are non-compliant.

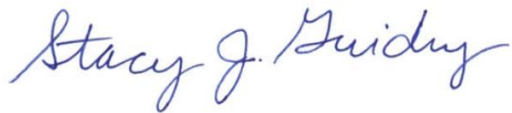
- **Selection Methodology: providers outside of stated parish**

LDH extended the radius of search criteria based on information provided in each MCO's directory that could be attributable to network adequacy gaps.

LDH appreciates ACLA's additional efforts to improve the accuracy of provider data and looks forward to working with ACLA to improve data accuracy.

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Whitney Martinez
Jen Steele
Kim Sullivan
Christina Wilson
File #: ACLA2-07